

Job Description

13 September 24



Operations Officer, Audio Operations. SBS Technology

Reports to: Audio Operations Supervisor

Direct reports to this position: N/A

SBS Values, Vision and Purpose

The Audio Operator is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

Division Purpose – Technology

SBS Technology can be thought of as the 'engine room' of SBS. Our primary role is to enable and support the production, distribution, and transmission of content across television, radio, and online platforms. Our teams achieve this by working collaboratively to design innovative solutions and deliver end-to-end services for our business stakeholders.

Role Purpose

The Audio Operations team support technical production of ALC content, on air monitoring and efficient delivery of SBS Radio's content across various platforms. This role exists to operate relevant technology and equipment and provide technical advice and expertise to ALC producers and users of the radio studio facilities.

Main Responsibilities

Main tasks of the role

- Without direct supervision, operate all studio/audio equipment to facilitate technical production of live and pre-recorded segments, programs and broadcasts.



- Provide technical advice and expertise to broadcasters, journalists and other clients to ensure quality and efficiency in the production of broadcast and other material.
- As required, monitor and operationally maintain SBS Radio signals to air across all platforms, including analogue, DAB, DTV and Streaming, liaising with Technical Support teams and Content Management as required.
- Provide timely reports on transmission anomalies, equipment faults, and workplace safety issues as per published reporting protocols.
- Provide front line maintenance to all studio, master control, on-air and broadcast systems.
- Participate in radio production/broadcast projects as required e.g. Outside Broadcasts/Recordings, Podcast recording/mixing, training, etc. as required.
- Participate in the operational facilitation/integration of new technologies including System Upgrades
- Actively participate in the Focus goals and targets process through the maintenance of relevant documentation, attendance at meetings, etc. as required

Minimum requirements of the role (Insert e.g. years of experience; specialist qualifications/skills)

- Experience in producing "live" radio and pre-recorded programs
- Experience operating a range of studio and Master Control equipment, including operation of live-to-air telephone talkback systems with delay
- Experience with MS Office 365
- Familiarity with media based IT Systems and Streaming technologies
- Work rostered shift work in a 24 hour-a-day 7 day-a-week rostered environment.

Key relationships with other roles and external stakeholders

- Audio Language & Content
- SBS Sports
- Sales/In Language Production
- Broadcast Australia
- Telstra Broadcast Services

Key Capability		
Capability	Level	Behaviour
<u>Collaboration</u>	Self	<ul style="list-style-type: none"> • Displays a genuine intention to work co-operatively with others • Offers to help others achieve common goals • Makes an effort to understand the goals of others • Shares all relevant or useful information
<u>Customer Focus</u>	Self	<ul style="list-style-type: none"> • Follows through on customer/client inquiries, requests or complaints • Distributes useful and up to date information to the customer/client



		<ul style="list-style-type: none">• Determines the needs of the customer/client through probing and listening• Provides friendly, helpful service to the customer/client• Makes sure there is a clear understanding of the customer/client's needs• Offers appropriate solutions to the customer/client• Prioritises work goals that impact the customer/client directly• Diffuses customer/client problems
<u>Innovation</u>	Self	<ul style="list-style-type: none">• Generates original solutions to problems• Contributes to creative thinking and ideas• Makes suggestions to refine current processes and procedures to create optimum efficiency• Participates in the implementation of new processes and procedures that improve current performance
<u>Organisational Awareness</u>	Self	<ul style="list-style-type: none">• Considers how their role impacts both the department and the business• Understands the impact of organisational policies/procedures on the department• Considers both the business and customer perspective on various issues• Identifies key drivers and commercial opportunities within their department• Uses financial reporting information to drive performance
<u>Results Focus</u>	Self	<ul style="list-style-type: none">• Drives to meet objectives and standards• Identifies alternative possibilities when faced with obstacles• Stays focused on tasks that require considerable effort• Completes tasks within designated timeframe despite obstacles• Perseveres with routine and repetitive tasks without sacrificing quality or excellence

Workplace Health & Safety

In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)

All workers are required to:

- Take reasonable care for own safety and safety of others
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able
- Report all work related incidents to line manager within 24 hours of occurrence
- Ensure workers, visitors and clients are :
 - made aware of their WH&S responsibilities



- have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
- follow safe work practices